

THIS BOX CONTAINS:

- (1) CD (your game and documentation)
- **Install Guide** (20 pp.), which is what you're reading now.
- **Electronic Documentation** in *Adobe Acrobat* format. (See p. 18 for *Acrobat* installation instructions.)

Manual	Describes gameplay and gives background information on the game.
How to Use	Explains how to navigate through the documentation.
Reference Card	Lists keyboard commands and also displays them in an easy-to-read keyboard diagram.
Install Guide	An electronic version of this document – just in case you need it.

- **Registration Card** — we'd love to know who you are!



LONGBOW

INSTALL GUIDE

Welcome to *Longbow*. This guide contains installation instructions for people who are about to play the game for the first time. To avoid compatibility or memory problems, please confirm that your machine matches the **System Requirements**, p. 2. If you experience any difficulty, please consult **Troubleshooting** (p. 12).

This Install Guide is divided into two major sections.

Installation (p. 3)	Describes how to install the game in <i>Windows 95</i> and gives troubleshooting information.
Product Support (p. 16)	Gives information on how to contact ORIGIN Product Support and International Customer Support, and also provides warranty information.

Documentation is provided on-line. If you would like to receive the printed manual, please see the order form on the back cover.

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SYSTEM REQUIREMENTS

Computer. *Longbow* requires *Windows 95*, and a Pentium 66MHz (or 100% compatible) system. A Pentium 120MHz or greater is recommended. *This game was tested fully with Intel-based processors. Other processors may not be compatible.*

Memory. *Longbow* requires a minimum of 16 megabytes of RAM installed in your machine (32 MB are recommended).

Video Card. A PCI local bus SVGA (640x480) video card that supports Microsoft *DirectX* is required. A card with 2 MB video RAM is recommended.

Sound Card. A *DirectX*-compatible sound card is required for sound.

Mouse. You must have a mouse active.

Hard Drive. You must have a minimum of 67 MB free on your hard drive to install the game, plus 60 MB additional free hard drive space for the game's temporary swap file (and slightly more to record missions).

CD-ROM Drive. You must have at least a 4x-speed CD-ROM drive (6x-speed or faster recommended) with a transfer rate of 600,000 bytes/second or higher.

Other Devices. *Longbow* supports joysticks, throttle controls and rudder pedals.

Memory Requirements

You will need at least 16 MB of RAM to run *Longbow*. To find out how much memory you have available, right-click on the *My Computer* icon, and then select *Properties* from the menu that appears.

INSTALLATION

This section describes how to install *Longbow*. If you are re-installing *Longbow*, first remove the old program with the **Add/Remove Programs** wizard. See **Uninstalling and Re-Installing**, p. 10.

QUICK INSTALL

1. Turn on your computer and wait for *Windows* to load.
2. For useful prep suggestions, see **Installation Prep**, p. 4.
3. Insert your *Longbow* CD into the CD-ROM drive. An autorun menu should appear automatically. If not, double-left-click on **My Computer** and then double-left-click on the CD-ROM drive icon. (Or, find the *Gateway* directory and double-left-click on it. Then, double-left-click on *GATEWAY.EXE*.)

INSTALL	Install <i>Longbow</i> and (if necessary) <i>DirectX</i> drivers.
INSTALL E-DOCS	Start up a launcher program to install the electronic documentation and the <i>Adobe Acrobat</i> reader.
HELP	Display the game's <i>README.TXT</i> file, which contains last-minute updates and additional information.
QUIT	Close the Autorun menu.

4. Left-click on **INSTALL**. The *Setup Wizard* dialog box pops up. Follow the on-screen instructions. For more info, see **Installation Details**, pp. 5-11.

If there will be a problem running the game, the test program should let you know and may suggest that you upgrade your system drivers.

If you installed *Longbow* to the default drive and directory (C:\JANES\LONGBOW), you can stop here. Double-left-click on your icon to start the game.

INSTALLATION PREP

Before installing any piece of software, it is critical that your hard drive be in proper working order. *Windows 95* provides SCANDISK and DEFRAG to do this.

First you should run SCANDISK.

1. Left-click on the START button.
2. Move the mouse up the menu that appears and highlight PROGRAMS.
3. Select ACCESSORIES (usually at the top).
4. Select SYSTEM TOOLS.
5. Highlight SCANDISK.

In the *ScanDisk* dialog box, choose **Standard**, and make sure there is a check mark in the **Automatically Fix Errors** box. Select the hard drive to which you are installing *Longbow* (i.e., if you are installing to drive C:, highlight C:) Once everything is correct, click START to scan the drive.

Next, run DEFRAG.

1. Left-click on the START button.
2. Move the mouse up the menu that appears and highlight PROGRAMS.
3. Select ACCESSORIES (usually at the top).
4. Select SYSTEM TOOLS.
5. Highlight DISC DEFRAGMENTER.
6. Select the drive to which you are installing and left-click OK.

Longbow README FILE

Refer to the *Longbow* readme file for a variety of useful information, manufacturer web sites and last-minute changes in the game.

- Insert the *Longbow* game disk into your CD-ROM drive.
Left click the START button. Then, highlight *Jane's Combat Simulations/AH-64D Longbow/Read Me First*.

INSTALLATION DETAILS

1-4. Follow Steps 1-4 under **Quick Install** (p. 3).

5. Choose an installation size. The higher the terrain detail, the larger the installation size. The default is HIGH DETAIL TERRAIN. To choose another option (MEDIUM DETAIL TERRAIN or LOW DETAIL TERRAIN), left-click in the circle next to the option you want. Then left-click NEXT.
6. **Installation Destination** — The *Install target drive and folder* box lists the default drive and folder in which the game will be installed (C:\JANES\Longbow).

If you wish to change the drive and/or folder, click the CHANGE button. This displays an edit box in which you can type a new path. Then left-click NEXT.

The *Space Required* box lists the drive space needed to install the game.

7. **Drive Information** — C: is selected by default in the *Drives* box. (This changes automatically if you change the drive letter in the **Installation Destination**.) The boxes beneath this list the *Drive Type* and *Space Available* (in KB) for the currently selected drive.

(If the Space Available in Step 6 is smaller than the Space Required in Step 7, you will need to exit the installation process, free up some more hard drive space, and restart the installation process.)

Click NEXT.

8. The *Longbow* install program now tests your computer's video, math, memory and processor speeds. To begin the tests, click NEXT. A dashed bar in the box next to *Setup Progress* charts the testing progress. Click NEXT.
9. SETUP begins. A dashed bar in the box next to *Setup Progress* indicates how much of installation is complete.

When SETUP finishes installing, the *Setup Progress* bar vanishes and COMPONENTS INSTALLED, NO ERRORS appears in the *Setup Information* box. Left-click NEXT.

10. DirectX setup information now appears in the *Setup Wizard* dialog box.
Longbow works with DirectX version 3A, a copy of which is on the *Longbow* CD. The middle box of the DirectX setup information dialog box tells you which version of DirectX is currently installed on your computer. If you have problems, or would like more information, see **DirectX**, p. 11.
 - If you have version 3A or higher, **do not** install DirectX. Select **NEXT**.
 - If you have any version previous to version 3A, skip this step and start the game.
 - If the game won't run correctly, consider installing DirectX version 3A. Some hardware devices require a different (or earlier) version of DirectX. See **Troubleshooting: DirectX** (p. 14).
11. The game decompresses the game map. When it's done, left-click **NEXT**.
12. Setup is complete. Left-click **FINISH**.
13. If you installed DirectX, you must restart your system before playing the game. To do so now, left-click **RESTART NOW**. To close the program without restarting, left-click **RESTART LATER**.
14. To play the game in Windows 95, left-click the **START** button, then select *Programs/Jane's Combat Simulations/AH-64D Longbow*.

SET/CALIBRATE CONTROL TYPE

Longbow uses the native Windows 95 joystick calibration routine. If your joystick is not calibrated or set up in Windows 95, do so before playing.

NOTE: Before calibrating, make sure a joystick is plugged into an active port. If your joystick has a turbo or auto-fire button, disable it. Center the trim knobs or wheels, and place throttles or other accessories in the "neutral" or "off" position.

If you have a programmable joystick, calibrate it **before** you program. Some devices can only be programmed in DOS. Consult your joystick's documentation.

To calibrate your joystick:

1. Left-click the Windows 95 **START** button.
2. Highlight **SETTINGS**, then **CONTROL PANEL**.

If you have DirectX 5, please skip Steps 3-4 on the next page and perform Steps 3-4 listed in the gray box on p. 10. Then, calibrate normally using Steps 5-9 (on the facing page).

3. Double-left-click on **JOYSTICK**.

Note: If you don't see a joystick icon, re-install your joystick or sound card drivers. When installing a joystick, use the **ADD NEW HARDWARE** wizard (double-click **ADD NEW HARDWARE** icon in the Control Panel); otherwise, Windows 95 may not recognize your joystick.

4. Left-click on the box below **Joystick Selection**, then select the description recommended by your joystick manufacturer for use with Windows 95. If you don't know which this is, choose the description that most closely matches your joystick type.

If you have rudder pedals, put a check mark in the **Rudder Pedals** box.

Note: Some ThrustMaster joysticks do not have Windows 95-native drivers. If you have a ThrustMaster joystick, choose **CUSTOM** from the Joystick Selection list, and enter the settings under **Recommended Windows 95 Settings for ThrustMaster Joysticks**, p. 8.

5. Left-click **CALIBRATE**.
6. Follow the instructions in the dialog box. When finished, left-click **FINISH**.
 - First center your joystick. Press any joystick button when the cross on the screen is centered in the calibration box. Adjust your trim knobs if necessary
 - Next, move the joystick around in a circle a few times, pushing it as far as it will go in all directions. Make sure the cross moves all the way to the edge of the calibration box on screen. Press any joystick button when you're through.

Note: If the cross in the box moves, but you can't center it or move it all the way to the edge, proceed anyway. Test the calibration when you get to Step 7. Sometimes the joystick will calibrate even if it doesn't look correct on the calibration screen. If you're still not calibrated, repeat the calibration, making sure your trim knobs are centered. If this doesn't help, choose a different joystick in Step 4.

- **Only if you have a throttle device** — Move the throttle back and forth. Watch the red bar on the screen — if it doesn't move, repeat the calibration routine. Otherwise, press any joystick button to move on. Test the joystick (see Step 7) to see if Windows 95 recognizes your throttle's range of motion.
 - **Only if you have rudder pedals** — Push one pedal and then the other, noting the red bars onscreen. Use a joystick button to proceed.
 - **Only if you have a POV hat** — To capture the hat directions, push the hat in the direction marked by the bright red arrow on screen and press **[Enter]**.
7. Left-click the **TEST** button. Go through the routines above, making sure Windows 95 recognizes the full range of motion for all controls.
 8. Press the buttons on your joystick to check which are active. *Longbow* supports a maximum of four joystick buttons. If yours has more, some will be inactive (unless your joystick is programmable).
 9. If you're satisfied with the calibration, left-click **APPLY**, then **OK**.

If You Can't Calibrate

Before launching the game, try resetting your joystick with the **RESET** button on the *Joystick Calibration* screen. Check the list of joysticks in Step 4, and try another type. Look for the exact name of your joystick first — if you can't find that, try options most similar to your joystick until you find one that works.

If you still can't calibrate, then the joystick driver may be incompatible with *Windows 95*, or not installed correctly. Check your joystick documentation, or contact the manufacturer for installation and compatibility information.

Recommended Settings for ThrustMaster Products

Many ThrustMaster products don't have *Windows 95*-native drivers and work better if calibrated with a custom setup. Follow the instructions on the previous page, choosing **CUSTOM** as your joystick type. Look for your flight controls on the chart below and select the options listed under **axes**, **buttons** and **features** in the corresponding boxes on the *Custom Joystick* screen.

A = PFCS, FCS or XL joystick

B = FLCS joystick

CONTROLS	AXES	BUTTONS	FEATURES	CONTROLS	AXES	BUTTONS	FEATURES
A	2	4	Has POV Hat	B + RCS	3	2	blank
A+RCS	3	4	Has POV Hat	B+analog WCS+RCS	4	2	blank
A+analog WCS	3	2	blank	B+digital WCS+RCS	3	2	blank
A+digital WCS	2	2	blank	B+analog TQS	3	2	blank
A+analog WCS+RCS	4	2	blank	B+digital TQS	2	2	blank
A+digital WCS+RCS	3	2	blank	B+analog TQS+RCS	4	2	blank
B	2	2	blank	B+digital TQS+RCS	3	2	blank

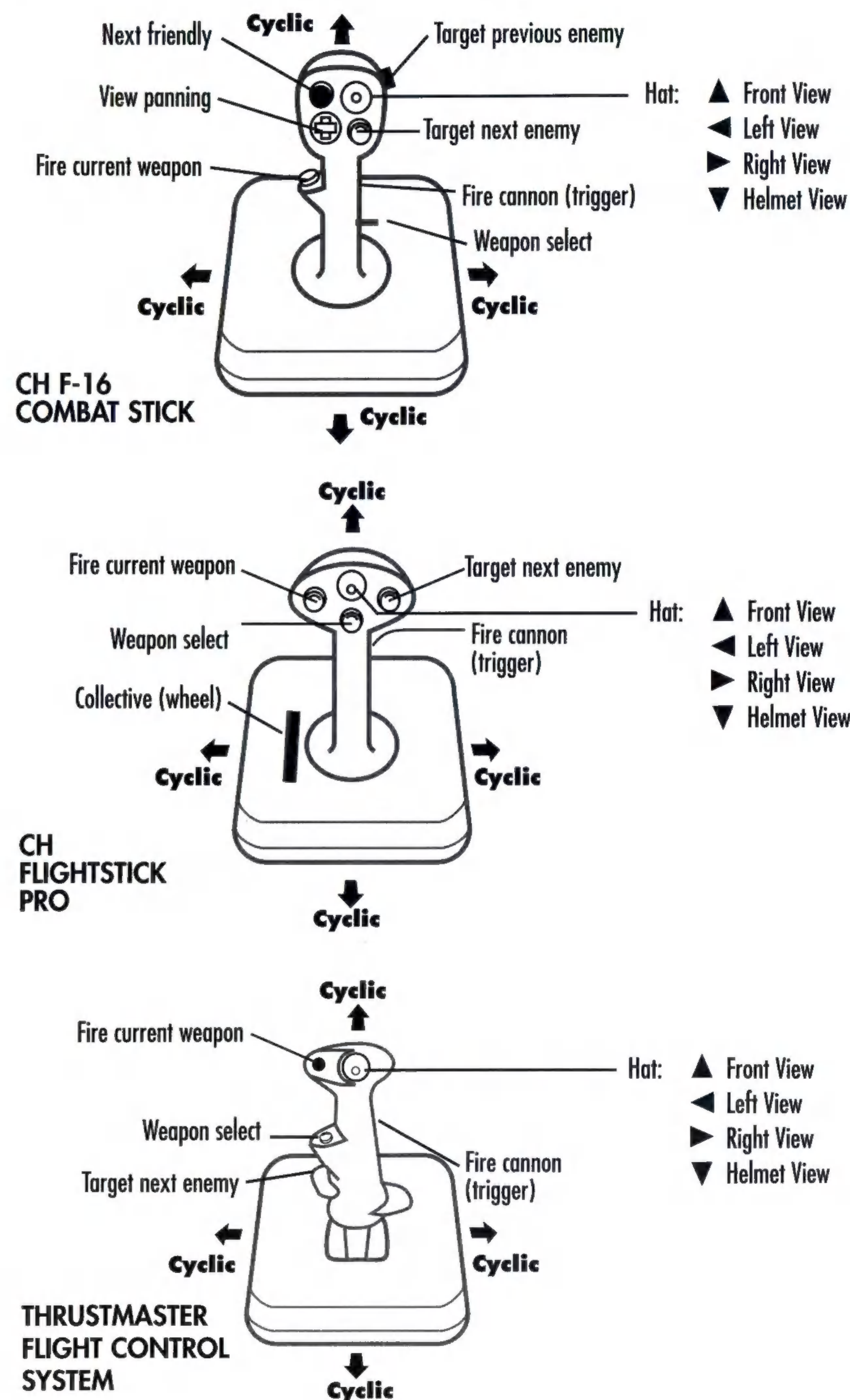
Control Options (IN-FLIGHT OPTION menu)

The **IN-FLIGHT OPTION** menu tells *Longbow* whether you are using the keyboard or joystick. It also tells the game which joystick button mapping to use, if any. (You can also alter the joystick mapping from within the **IN-FLIGHT OPTION** menu.)

Note: None of these options are a substitute for calibration. **You must set up and calibrate any joystick, throttle or rudder pedal device you use.**

Note: See *JOYSTICK.TXT* for information on other joystick types. This file is located in the *Joystick* directory on the *Longbow* CD.

JOYSTICK MAPPINGS



DirectX 5 Joystick Notes

Longbow works with *DirectX* version 3A. If you've installed *DirectX* 5 using another application, please substitute the following steps for Steps 3 and 4 on pp. 6-7 when calibrating your joystick:

3. Double-left-click on GAME CONTROLLERS. This displays the *Game Controllers* screen, with the GENERAL tab selected.

To change your joystick, or if there is no joystick listed, select ADD. (If none are listed, your joystick may be disconnected, or your gameport configured incorrectly.)

Select the description recommended by your joystick manufacturer for *Windows 95*. If it's not listed, choose ADD OTHER and follow the onscreen instructions. Left-click OK when you're finished.

4. Next, highlight your joystick type, then select PROPERTIES. If the STATUS column reads NOT CONNECTED, you can't select PROPERTIES.

If you have multiple controllers listed and can't view PROPERTIES for the one you wish to use, delete the unused one(s) with the REMOVE button.

If you have rudder pedals, put a check mark in the **Rudder Pedals** box.

Finally, please resume joystick calibration with Step 5 on p. 7.

SOUND AND GRAPHICS PREFERENCES

You adjust graphics and sound with the GRAPHICS and SOUND options in the IN-FLIGHT OPTION menu. Lowering graphic detail can speed up the game.

Press **[Alt][O]** during flight to open the IN-FLIGHT OPTION menu. See the **Reference Manual: Appendix A** for information on each option.

If you ever change sound or video cards, you need to install your new card's *Windows 95* drivers, as well as new *DirectX* drivers for that hardware.

UNINSTALLING AND RE-INSTALLING

If you're re-installing *Longbow*, remove the old program with the *Windows 95 Add/Remove Program*. Simply deleting the game folder won't work.

To remove *Longbow* from your system:

1. Go to your **Control Panel**. (Left-click on the *Windows 95* START button. Highlight SETTINGS, then left-click CONTROL PANEL.)
2. Double-click on the ADD/REMOVE PROGRAM icon.
3. Highlight **AH-64D Longbow** on the list at the bottom of the window.
4. Left-click the ADD/REMOVE button. Follow the on-screen instructions.

When you're finished uninstalling, you will be prompted to restart your machine. Then, re-install *Longbow* using the install instructions on p. 3.

DIRECTX

DirectX is a set of 32-bit software drivers for your computer's peripherals, such as sound and video cards. Without the correct version of *DirectX*, *Longbow* may not function properly.

Note: Do not install an older version of DirectX over a newer version (i.e., don't install over version 3A). Downgrading existing drivers may corrupt them. If this happens, you will need to reinstall your video driver or reinstall *Windows 95*. Please consult your computer vendor before attempting to reinstall anything.

If you're having problems with your current version of *DirectX*, try uninstalling your version and installing version 3A (included on the game CD):

1. Place the *Longbow* CD in the CD drive. Double-left-click **My Computer**.
2. Right-click on the CD-ROM disc icon.
3. Left-click OPEN.
4. Double-left-click the DIRECTX folder.
5. Double-left click the DXSETUP.EXE icon.
6. Click RESTORE AUDIO DRIVERS and RESTORE DISPLAY DRIVERS to restore your old *Windows 95* drivers. (If these buttons are gray, go to Step 9.)
7. A prompt appears, asking if you want to restart now or later. Click RESTART NOW.
8. After restarting, repeat Steps 1-5 to return to *DirectX* setup window.
9. Click RE-INSTALL DIRECTX. At the prompt, restart your computer. Try running *Longbow* again.

DirectX is a set of game drivers designed to provide hardware compatibility and a better game interface under *Windows 95*. At this time, some hardware manufacturers do not support *DirectX*. If any of your hardware devices are not working properly with *DirectX*, please check with these devices' manufacturers about obtaining updated drivers that fully support *Windows 95* and *DirectX*. (See **Troubleshooting: DirectX** (p. 14) for more information on *DirectX* problems.)

DirectX is a Microsoft product. Please note that unsupported or outdated *DirectX* drivers may cause your computer to lock up or crash. You will need to contact Microsoft for *DirectX* support:

Phone	(800) 426-9400
WWW	http://www.microsoft.com/windows
BBS	(206) 936-6735

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Hardware Questions

Q: *How do I make sure my computer is configured correctly?*

A: The Windows 95 version of Longbow is a Windows 95-native product. This means that it uses your existing Windows 95 software and drivers to communicate with your hardware. If any hardware devices are not configured correctly or are missing, you may experience problems when running this (or other) native software.

Follow the steps below to make sure that all your hardware is present and functioning correctly.

1. Left-click the **START** button.
2. Choose **SETTINGS**, then **CONTROL PANEL**.
3. Double-left click on the **System** icon in the **Control Panel** window.
4. In the **System Properties** window, left-click the **DEVICE MANAGER** tab.
5. The **DEVICE MANAGER** tab window lists the types of devices attached to your computer (i.e., CD-ROM drive, keyboard, etc.). To see the specific brand or name of a hardware device, left-click on the cross symbol to the left of it.
6. Left-click on the device you wish to check, then left-click **PROPERTIES**.
7. Check the **DEVICE STATUS** section. If the device is configured correctly, you should see “*This device is working properly.*” If not, then you need to reconfigure that device. Consult your hardware documentation and/or vendor for instructions.

Note: Often when there is a problem with a hardware device or its configuration, a small yellow circle and black exclamation point will appear beside it in the **DEVICE MANAGER** list. If you see such a mark, or if your Windows 95 setup detects duplicate or “phantom” hardware (such as multiple mice, video cards, etc.), consult your documentation and/or contact the retailer or manufacturer of your system.

Sound

Q: *I’m running the game in Windows 95, and my sound card is not being detected or is not being detected correctly.*

A: Certain sound cards are not recognized natively/correctly by Windows 95. The game uses *DirectX 3A*. If your sound card is not *DirectX*-certified, it may not work correctly. (To check your hardware driver certification, run **DXSETUP** – see **DirectX**, p. 14.)

Joystick

Q: *I’ve tried to calibrate my joystick with the Windows 95 Joystick Calibration screen (one of the options of the Control Panel), but it doesn’t seem to work. Why?*

A1: Make sure you’ve chosen the right joystick description for your particular joystick (see **Set/Calibrate Control Type**, p. 6). You may need to try out a few before you find the one that works best. If this doesn’t work, try resetting your joystick (using the **RESET** button on the *Joystick Calibration* screen) and starting over. If you still can’t calibrate, then your joystick driver may be incompatible with Windows 95, or it may not be correctly installed. Check with your joystick manufacturer for drivers that are Windows 95-compatible.

A2: If you’ve installed *DirectX 5* over version 3A by installing another application, you may experience joystick problems. Although most systems will run the game normally with *DirectX 5*, the game was designed to function with version 3A.

Other Common Questions

Q: *Can I run Longbow while I have other applications open?*

A: Yes, but be aware that each program you have active requires a certain amount of memory. Playing the game while you have other programs running could decrease frame rate and increase load times. If you experience lockups or random crashes, try closing all other applications while you’re playing the game.

Also, please note that you cannot task-switch (**Alt Tab**) between applications while the game is running.

Q1: *I keep getting an error message: “Cannot load file [FILENAME].PIC.” Why?*

Q2: *When I double-click on the Longbow game icon, the game will not start. I get a gray start-up box, but the game itself never opens. How can I fix this?*

A: Check to make sure you have at least 60 MB free on your hard drive **after** you’ve installed Longbow. Windows 95 needs this much space free to create a swap file, in order for you to be able to play the game. (To check how much free space is on your hard drive, double-left-click on **My Computer**, then right-click on your hard drive icon — usually the C: drive icon — then highlight **PROPERTIES**. Look at the number next to **Free Space**.)

Q: I've re-installed Longbow, and I can't get it to work properly.

A: You must remove *Longbow* from your system, using the *Windows 95 Add/Remove Program* application, before re-installing in order for the game to install properly. (See **Uninstalling and Re-Installing**, p. 10.)

The QUIT button on the autorun menu closes that menu. It does not quit you out of the game. To re-display the autorun menu, double-left-click on **My Computer**, then right-click on your CD-ROM drive icon. Select *Autoplay* to re-open the gateway.

DIRECTX

If you've tried the suggestions on p. 11 and you're still having problems getting the game to run correctly, here are a few more suggestions that may help you troubleshoot the problem:

Run DXSETUP. To run this program, run DXSETUP.EXE. You can usually find this file on your hard drive under *Program Files/DirectX*.

This utility may detect hardware incompatibilities on your system, but isn't always accurate. It also displays *DirectX* version numbers for all system components. All components **except for your display and audio drivers** should have the version number 4.04.00.0068.

DirectX works as a single unit, and all drivers must be the same version. If you have mixed versions, the game will have many problems. To fix this problem, uninstall your version of *DirectX* and install version 3A (included on the CD).

Check free hard drive space on your system. Some *DirectX* errors can occur if you don't have at least 60 megabytes free hard drive space (on top of the megabytes the game requires). This space is used as a temporary swap file while you're playing. Try freeing up some space and running the game again.

Reduce the number of programs you have open. Running too many applications at once can cause problems. To see how many are open, count the icons that are present on your *Windows 95* task bar. Try closing one or more applications by right-clicking on the icon, and then selecting CLOSE.

Check your video driver. Some video cards have special utilities that run when *Windows 95* starts — they may conflict with the game. Try disabling them. To do so, temporarily move the video files from your *Programs/Startup* folder to the desktop or copy them elsewhere to your hard drive.

ORIGIN SYSTEMS, INC. LIMITED 90-DAY WARRANTY

ORIGIN warrants to the original purchaser of this computer software product that the recording medium on which the software programs are recorded will be free from defects in material and workmanship for 90 days from the date of purchase.

If the recording medium is found defective within 90 days of original purchase, ORIGIN agrees to replace, free of charge, any such product upon receipt at its Factory Service Center of the product, postage paid, with proof of date of purchase. This warranty is limited to the recording medium containing the software program originally provided by ORIGIN. This warranty shall not be applicable and shall be void if the defect has arisen through abuse, mistreatment or neglect. Any implied warranties applicable to this product are limited to the 90-day period described above. If failure of the software product, in the judgment of ORIGIN, resulted from accident, abuse, mistreatment or neglect, or if the recording medium should fail after the original 90-day warranty period has expired, you may return the software program to ORIGIN, at the address noted below, with a check or money order for \$5.00 (U.S. currency), which includes postage and handling, and ORIGIN will mail a replacement to you. To receive a replacement, you should enclose the defective medium (including the original product label) in protective packaging accompanied by: (1) a \$5.00 check (2) a brief statement describing the defect and (3) your return address. Canada and Foreign Orders Note: Only U.S. money orders are accepted.

Except as set forth above, this warranty is in lieu of all other warranties, whether oral or written, express or implied, including any warrant of merchantability or fitness for a particular purpose, and no other representation of claims of any nature shall be binding on or obligate ORIGIN. In no event will ORIGIN be liable for special, incidental or consequential damage resulting from possession, use or malfunction of this product, including damage to property and to the extent permitted by law, damages for personal injury, even if ORIGIN has been advised of the possibility for such damages. Some states do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitation and/or exclusion or limitation of liability may not apply to you. This warranty gives you specific legal rights. You may have other rights that vary from state to state.

ORIGIN PRODUCT SUPPORT

If, after reviewing **Troubleshooting**, you are still having a problem with *Longbow* software, please read this section and contact us. We have a staff of product support technicians ready to help you with any problems you may encounter with the game. Today's PCs run with many different hardware and software combinations, so you may also have to refer to your computer dealer, hardware manufacturer, or system software publisher in order to properly configure their products to run with our game. If you call us, if at all possible, be near your computer.

Please have the following information ready:

- **Error message that displayed when the problem occurred**
- Speed of your computer (i.e., Pentium 120MHz) and how many megabytes of RAM are installed
- Version of *DirectX* installed on your computer
- Information provided by the DX Setup program
- Type of CD-ROM drive, speed and driver information
- Brand of sound card, and IRQ, I/O address and DMA setting
- Brand of video card and version of VESA-compliant video driver
- Type of joystick
- Type and version of your mouse driver

PRODUCT SUPPORT MUST HAVE THIS INFORMATION IN ORDER TO EFFICIENTLY SOLVE ANY PROBLEMS.

Contacting ORIGIN Product Support

Internet/E-mail

We want you get the most out of your ORIGIN game. For the easiest and fastest support, please visit ORIGIN's website at www.origin.ea.com/tech. Most common troubleshooting solutions, hints and contact information for many hardware manufacturers are available on our site. You can **contact our on-line technicians from this site**. The Web browsers contained in AOL and CompuServe can also reach this site.

For other questions, contact Jane's Combat Simulations at janes@ea.com. To retrieve demos, patches, press releases and screen shots check out the Jane's Combat Simulations web site at www.janes.ea.com.

If you don't have access to the World Wide Web, you can e-mail our Customer Service Department at support@origin.ea.com. Internet support can take 24-72 hours depending on the volume of messages.

Telephone

Contact ORIGIN Product Support at **(512) 434-HELP (434-4357)**, Monday through Friday, between 9:00 a.m. and 5 p.m., Central Standard Time. (The phones are shut down from 12:45 p.m. to 2 p.m.) Times are subject to change.

Fax

The ORIGIN fax number is **(512) 795-8014**. Please include your fax number; faxes will be answered by fax.

Standard Mail

ORIGIN Customer Service
5918 West Courtyard Drive
Austin, TX 78730

International Customer Service

ORIGIN and EA have customer service centers all over the world. For a complete listing of locations, addresses and phone numbers, consult the README file.

Australia (EA Australia). Write P.O. Box 432 / Southport QLD 4215 / Australia, or call **1 902 261 600**. This call costs \$.95 per minute, ITM. Lines are open 10 a.m. to 8 p.m., 7 days a week. If you are under 18 years of age, parental consent is required.

England (EA UK). Write P.O. Box 835 / Slough SL3 8XU, or call **01753 546 465**.

France (EA France). Write Centre d'Affaires Télébase / Rue Claude Chappe / 69771 St. Didier au Mont d'Or CEDEX, or call **04 72 53 25 00**.

Germany (EA GmbH). Write Pascalstraße H6 / 52076 Aachen, or call **0240 89400**.

Italy. Write CTO Studios SRL / Via Gesso 124 / 40069 Zola Predosa / Bologna, or call **51 616 7072**.

Japan (EA Victor). Write 2-4-12 Jingumai / Shibuya-Ku, Tokyo 150, or call **813 5410 3111**.

South Africa (EA South Africa). Write 88 Oxford Street / Ferndale 2160 / Johannesburg, or call **011 792 7019**.

Spain (Drosoft). Write Edificio Arcade /Rufino González 23 bis. Planta 1. Local 2 / 28037 Madrid, or call **1304 7091**.

Sweden (EA Nordic). Write Business Campus / Johanneslundsügen 2 / 19481 Upplands / Väsby, or call **08590 30151**.

USING THE ELECTRONIC DOCUMENTATION

The electronic documentation for *Longbow* is viewable with an Adobe Acrobat reader version 2.1 or later.

The game CD includes installation software for the Acrobat 2.1 reader for Windows 95.

Note: To run the Adobe Acrobat reader simultaneously with the game software, you must have at least 4 MB of RAM and 5 MB hard drive space free, in addition to the game's listed requirements.

Setup

To install the Adobe Acrobat reader:

1. Insert the game CD-ROM into the CD drive.

Wait for the Autorun menu to appear. (If it doesn't, select *My Computer*. Then, double-left-click on the CD icon, and then on **AUTORUN.EXE**.)

2. Left-click on the **INSTALL EDOCS** button.
3. Select one of the option buttons that appear onscreen:

INSTALL ACROBAT Launches the Acrobat setup program. Follow the onscreen prompts to install the viewer program files.

During the install process, you'll be prompted to install *Quick Time*. You **do not** need this program to view the documentation. To avoid *Quick Time* installation, click **EXIT** when prompted to install it.

VIEW E-DOCS Opens the main documentation file.

If you receive an error message, you may not yet have installed Adobe Acrobat, or you may have installed it incorrectly. Try uninstalling then re-installing it.

CANCEL Closes the launcher screen and returns to Windows 95.

Opening Acrobat/Documents

The EDOCS folder on the game CD has several files. **MAIN.PDF** is the central file and contains links to all other files. This is the only file you need to open.

You can open the program and the main document file in two different ways:

METHOD 1 (Recommended)

1. Install Acrobat (if you haven't already).
2. Insert the game CD-ROM into the CD drive.

Wait for the Autorun menu to appear. (If it doesn't, select *My Computer*, double-left-click on the CD icon, and then on **AUTORUN.EXE**.)

3. Select the **VIEW EDOCS** button.

METHOD 2

1. Install Acrobat (if you haven't already).
2. Click *Start*, then *Programs/Adobe Acrobat/Adobe Reader*.
3. When Acrobat loads, select the **FILE** menu, then **OPEN**.
4. Select the CD drive.
5. Select the EDOCS directory on the CD.
6. Double-left click on **MAIN.PDF**.

Uninstalling/Re-installing

If you ever want to remove the Adobe Acrobat viewer from your system, select *Start*, then *Settings/Control Panels*. Then, select *Add/Remove Programs*. Finally, select *Acrobat Reader* from the list of installed programs and left-click the **ADD/REMOVE** program button.

Acrobat Help

To activate help, select **HELP** from the Acrobat menu bar. Then, select *Online Reader Guide*.

The **README.TXT** file and Adobe Acrobat software license agreement are on the game disc under the **ACROWIN** directory. These files contain additional information on this program.

MANUAL ORDER FORM

To order the printed manual and full-color reference card, please send this form along with check or money order for \$5.00 (US\$ must be drawn on a US or Canadian bank).

Note: *The printed manual and reference card document several features of the game that are not available in this version of Longbow.*

Electronic Arts
P.O. Box 7530
San Mateo, CA 94403
Attn: CD Classic Manuals

Name _____

Address _____

City _____ State _____ Zip _____

Longbow

If you need to contact us regarding the documentation, please call us at (650) 513-7555.



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